

A YEAR IN REVIEW...

2013



ANNUAL REPORT

TADQ

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ABOUT US

TADQ is a not-for-profit organization that provides technical support to people with disabilities and the frail aged. By custom designing, modifying and manufacturing equipment not readily available, TADQ can provide solutions to the seemingly unsolvable problems.

The Project Team works closely with our volunteers, drawing on their skills, to ensure adherence to strict safety procedures and guidelines. TADQ volunteers provide a resource pool of design, engineering and paramedical expertise, plus many other professional and technical skills.

TADQ completes hundreds of projects throughout Queensland each year, all at a minimal cost to our clients. Projects are limited by only two factors, the requirements of our clients and the ingenuity of our volunteers. They can range from simple modifications to more complex adaptive technology. Either way, each project offers a creative solution to an everyday problem and makes a world of difference to our clients, allowing them to both live independently and improve their quality of life.

PRESIDENT'S REPORT



Technical Aid to the Disabled Qld Inc. has contributed to our community in a very real and unique way again this year. Thanks to government funding (State and Commonwealth), a strong volunteer commitment and private donors, we have been able to provide individuals with a disability and the frail aged, low cost equipment modifications and equipment inventions.

At TADQ, we see clear indications that our community is both caring and keen to share their special skills to help others. This year, volunteers donated 4,816 hours to provide both direct and indirect client services. I am confident that many more hours go unrecorded by our technical volunteers, who, in their own home, work on new design and construction tasks. I take this opportunity to congratulate each person who has been able to share their skills with our organisation this year- the engineers, therapists, university students, our "retired" and talented technical guys and gals, and the admin helpers.

Our volunteers continue to be supported by a very small team of employees- our Occupational Therapist, Admin Officer, Workshop Supervisor, Manager and Book Keeper. This year a decision was made to employ a Development Officer to help action our Strategic Plan (2012). Through this extra support, we were able to achieve an increase in volunteers, the establishment of important contacts with referrer organisations and an increase in the awareness of TADQ in the community. Our new challenge is how to fund this vital position into the future.

I take this opportunity to thank the Management Committee members who have generously donated their time and skills to the extensive governance tasks essential now for associations in our community.

It is important to reflect on why TADQ continues to be a vital service in 2012/13, 30 years after it commenced in Queensland. Requests come to TADQ because someone, either the client or their carers, have a hope or a vision that life at home could be "better" or "safer" with a better designed piece of equipment. In Queensland, what has become obvious at the grass roots level, is that commercially available disability equipment will never be "perfect" for everyone with a disability. Because of the nature of a commercial product, equipment will be designed for the majority, not for the needs of the minority. The second most obvious issue is that many medical conditions, resulting in varying levels of impairments, have increased not decreased in our population.

TADQ is in the unique position to help these people, and their carers, who have a quest to achieve more, but need extra help regarding equipment design.

Welcome to our 2013 Annual Report which presents some of our achievements this year.

DENISE STEWART
PRESIDENT OF TADQ MANAGEMENT COMMITTEE



OUR VALUES

RESPECT

Appreciate the values, abilities, experiences and contributions from others.

INTEGRITY

Act in a sincere and ethical manner.

INNOVATION

Provide creative solutions and services to best meet the needs of clients.

TRANSPARENCY

Provide access to public information that fully and honestly reflects our policies, practices and financials.

COLLABORATION

Committed to working co-operatively and building partnerships.

MANAGEMENT COMMITTEE MEMBERS

DENISE STEWART, PRESIDENT

PRESIDENT FOR 2 TERMS AND A BOARD MEMBER SINCE 1998.

Denise commenced as a volunteer in Occupational Therapy services to TADQ in the 1980's and currently provides assessment service for the Freedom Wheels program. Denise has worked with persons with a wide range of injuries and disabilities in both the public and private health systems. Her work has focused on assessments and treatments that help people (mostly adults) to improve their day to day living skills. Denise has close links with the OT Association, and contacts with OT service providers around the state in the many organisations providing services to people with a disability and the frail aged.

CAROLINA GUTIERREZ, SECRETARY

A BOARD MEMBER FOR FOUR TERMS.

Carolina has a Bachelor degree in medical/mechanical engineering with honours and has work experience as an engineer in world leading companies – Cochlear implants, automotive engineering and IVF technologies. Carolina is experienced in root cause analysis and continuous improvement processes, QMS, DFM, PFMEA, PDCA, supply chain, risk management and process improvement experience.

DIANNE SCOTT, TREASURER

FILLED CASUAL TREASURER POSITION IN 2012.

Dianne has worked in the legal industry for over 25 years and has had the opportunity of working in a variety of positions such as accounts clerk, bookkeeper, office manager and practice manager. Dianne has worked in a range of large and small firms and is currently a trainer and software support consultant for an accounting program used in the legal industry.

RON CARR

A BOARD MEMBER FOR TWO YEARS AND A TADQ VOLUNTEER FOR MANY YEARS.

Ron had a long and progressive career in the telecommunications industry in Queensland. Starting out with a Telecom Technical Trade, he moved into management in Telstra Corp. Ron has extensive experience in management, with skills in maintenance teams, resource management, staff selection, assessment, coaching and development, as well as liaison with customers and various service providers including government departments, councils and contractors. Ron's most recent experience is in small business and fund raising for his local community groups.

PAUL CRUM

A BOARD MEMBER FOR TWO TERMS.

Paul has 30 years' experience in the construction industry including building design, hydraulic design, civil design, project management, construction management and contract administration. Paul has a Bachelor of Building Surveying, is a subscribing member of the Australian Institute of Building Surveyors and holds a current builders license.

Resignations: Nil



GENERAL MANAGER'S REPORT

2012/13 was both a challenging, and exciting year where we continued to navigate through the changes to the Aged Care and Disability Service system. While it has been a year of significant transition, TADQ has remained focused on improving service delivery, revitalising our brand, strengthening our links with local communities and reviewing our financial sustainability strategies.

The only way we were able to face these challenges and opportunities was as a result of the ongoing support and assistance of our staff, volunteers and many individual and corporate supporters. TADQ would not be able to function without the countless dedicated volunteers who assist in so many different ways.

SERVICE DELIVERY

TADQ views customer service as an integral part of the services we provide. This year's focus has been on the process of systematically reviewing policies, procedures and processes with a continuing focus on improvement.

Our aim is to make it as easy as possible for existing and potential clients to access our services. This includes the impending launch of TADQ's new logo, publications and website, which will be more user-friendly, engaging and informative.

In order to address issues of financial disadvantaged and affordably, TADQ registered as a vendor for CEATI funding.

PROJECTS

For the 2012/13 year TADQ completed 321 projects, processed 312 new project applications and addressed several hundred enquiries.

The Grocery Winch project has been finalised, with a range of supporting resources including information and assessment forms, client instruction manual, and training manuals.

TADQ will continue to engage in research initiatives to identify and development opportunities based on areas of identified unmet needs, with several projects already in progress.

"I just want to say that the table is brilliant, I would really like to thank everybody involved...I couldn't be more impressed and the table is getting plenty of use already...I really appreciate the generosity of TADQ and all concerned in relation to the project. It was a tremendous effort by all"



22ND APRIL 2013 TADQ RECEIVED A PROJECT REQUEST TO ASSIST CHERYLE

The request was for two platforms without rails to assist Cheryle to get into and out of bed and a car. Cheryle had required surgery on her hip and was still in hospital undergoing rehabilitation. She was expected to be discharged in 2 to 3 weeks. The referring specialist had asked that the projects be prioritized as urgent if possible so that Cheryle would have the equipment in place for her to be able to return home. She would need the extra security that the equipment would provide while she continued to recuperate in the comfort of her own home. The second request was for a shower Stool Modification which had the same urgency.

Within the time frame provided brand new volunteer Tasman Cross worked with the TADQ project team and was able to complete the projects according to the specifications given. Cheryle contacted the office on the 1st May to give her personal thanks to Tasman and the speed in which he finished and was able to deliver the projects. This meant she was able to go home the next day and she was "thrilled to bits."

Cheryle has shown her ongoing support for the organisation as both a member and sponsor.

PROJECT FOLLOW UP AND FEEDBACK

Following up with our clients and technical volunteers is an important tool in improving TADQ services. TADQ has implemented a standard practice that encourages clients and volunteers to deliver feedback via feedback forms provided on completion of each project and is vital in identifying issues and possible improvements to our services.

STAFF

TADQ strives to create a service oriented workplace environment that values team work, collaborative endeavours and staff input. Staff numbers stayed relatively consistent, and while we received the resignation of Part-time Occupational Therapist Kate Seifeld, we welcomed an additional worker through the creation of the Development Officer role, filled by Tanya Needs.



THE RIGHT TOOLS
THE RIGHT PEOPLE
IT CHANGES LIVES

TADQ will continue on the path of continuous improvement through the ongoing development of the organisation's policies and procedures, resources and making this information available to all staff and volunteers whilst remaining vigilant in promoting safety at work. This will include the implementation of a reformed performance review process, an improved volunteer recognition program, additional training, and an enhanced induction and orientation program.

VOLUNTEERS

Volunteers make significant contributions every day to our work and the lives of clients and their families. TADQ volunteers are active across all operations around the state. A total of 4,816 volunteer hours were donated in the past year. Given the complex nature of our work, TADQ has recruited volunteers from a diverse range of skill sets: including technical volunteers with backgrounds in metal work, woodworking, carpentry, engineering, sewing, electrical engineering, biometric engineering, through to office volunteers with skills in administration, human resources, marketing, IT, policy and procedure writing as well as research and development.

As a consequence this has attracted interest from university students, culminating in a partnership initiative involving Volunteering QLD and QUT International Student Volunteering Initiative.

2012/2013 FINANCIAL SUMMARY

Historically, TADQ's main source of funding has been provided through a recurring grant from Department of Communities. However, July 2012 saw the introduction of funding changes under the National Health Reform Agreement, with The Commonwealth Government assuming responsibility for the provision of aged care services. Consequently this resulted in a change to TADQ's funding and reporting obligations.

Renewal of funding has TADQ receiving the following each of the next three years (until 30 June 2015):

\$116,403 annually from the Department of Communities and \$336,588 annually from the Department of Health and Aging. A combined total of \$1,358,973 in funding over the next three years.



Additional grants expended include:

- \$18,500 State Government Grant for the Grocery Winch project and volunteer support project.
- \$7,744 Community Gambling Benefit Fund to soundproof the workshop.
- \$40,000 one-off transitional funding from the Department of Health and Aging.

TADQ also received donations from private individuals and corporate donors including the Telstra's OUR Payroll Giving and Telstra's and Sensis' donor matching Program.

TADQ will continue to develop opportunities for alternative funding streams through grants, partnership opportunities, corporate giving and individual donations. TADQ is in the midst of launching a new fundraising strategy, including online strategies through CAF and Easy Giving, which should see results over the coming year.

PROFILE

The year ahead will see the development of some exciting opportunities for marketing and fundraising.

TADQ has embarked on an integrated marketing approach to enhance brand awareness which is critical in a competitive environment. In 2012/13 TADQ's strategy included regular information bulletins, a radio spot on the ABC's Squeaky Wheel Program, a feature in a magazine publication and a ramp up of our social media marketing for increased awareness of the work that TADQ does in the community.

TADQ will continue to focus on this strategy, which will include the launch of a new brand identity, comprising of a new logo, website and suite of electronic and printed materials over the coming year. This includes new ambassadors to help raise TADQ's profile in the business sector and in the general community.

TADQ has forged significant new partnerships over the past year and will continue to strengthen existing relationships, while identifying potential new partnerships.



HANS HOGERHEYDE

What year did you start volunteering with TADQ?

I started in March 2001, but I had the period between May 2009 and April 2012 off.

What has been your most memorable project and why?

There are too many and they are too diverse to select a particular one. Having said that, my current one, putting a compression stocking on using only one hand, may well qualify in the future.

What do you like most about volunteering with TADQ?

It's a twofold thing. On the one hand the satisfaction of having helped a fellow human being to be a little more independent, on the other hand what I call the selfish side of volunteering: the knowledge that you have accepted an intellectual challenge and successfully responded to it.

VOLUNTEERS

Our dedicated team of volunteers play an important role in our endeavour to provide technical solutions to the disabled and the frail aged. Working together with our Project Team of TADQ staff and therapists, volunteers design and create technical solutions as well as modifying existing equipment. TADQ recognises the invaluable support its volunteers provide with an estimated figure of more than 4 800 hours of voluntary time and skills donated to clients. In May, we celebrated National Volunteer Week with a special lunch to thank all of the volunteers that support TADQ.

TADQ has had a productive year in regards to signing on new volunteers from a wide variety of backgrounds, including those in full and part-time work, job seekers, students and retirees. In 2012/13, TADQ has welcomed 16 new technical volunteers (bringing the total to 43 technical volunteers), 9 new volunteer administration staff (bringing the total to 11) and 4 student placements. Our volunteers range in age from 18-89, and are active from our head office in Brisbane to regional services from the Gold Coast, Sunshine Coast and Toowoomba, and north to Cairns.

TADQ technical volunteers provide a resource pool of design, engineering, paramedical, metal work, woodwork, carpentry, sewing, electoral engineering and biometric engineering. We also have a very healthy resource pool of volunteers in our head office, possessing skills in administration, human resources, marketing, IT, policy and procedure writing as well as research and development.

Volunteering with TADQ is quite a unique experience. Seeing someone suddenly gain a little independence at the hand of one of your creations, or witnessing a "first" experience such as a child riding a bike for the first time is rewarding within itself. For others, it is the thrill of using years of industry experience to offer a creative and unique solution to an everyday problem. Whatever the motivation, we welcome new volunteers, both technical and non-technical, to keep up with the demand for our unique service.



BOB FARREL

Bob Farrel, of the Sunshine Coast, joined TADQ in 2005 and has been a technical volunteer for more than 10 years.

What do you enjoy most about volunteering?

Smiles. The pure smile of delight. When I see the smile on a child's face there is no price on that, it is the ultimate satisfaction.

Most memorable Project:

The first one – because it was a little girl called Linda with Spina bifida. She needed a way of getting in and out of the bath as she was getting too heavy for mum and because she was getting older it was getting embarrassing for her dad to do it.

I created her an aluminium frame with their steps that went into the bath, level with the wheel chair so that she could slide into frame and then down into bath.

As she did her dry run so we could see if it was going to work she was sitting in the bath with an incredible smile on her face and proudly announced “I can get into the bath on my own”. As I was leaving she called me over and gave me a big kiss and a hug and referred to me as Bob the Builder, and ever since I have been known as Bob the Builder.

RON CARR

Ron has been a technical volunteer since 1982 and currently a TADQ Management Committee Member. Ron had a long and progressive career in the telecommunications and extensive experience in management. Ron’s most recent experience is in small business and fund raising for his local community groups.

Most memorable Project:

A Rough Terrain Rickshaw for a little chap afflicted with Spina Bifida. He was considered ‘one of the lucky ones, as he could manage to walk a bit with calipers. His close knit family, Mum, Dad and two older brothers enjoyed camping and hiking together, with Mark going along Indian style in a sling on someone’s back. That was fine until he became too heavy. His parents saw an article on a ‘Rickshaw’ in a TAD magazine from Sydney, and approached TADQ. I was offered the project, and accepted it with trepidation. With limited experience I looked for advice from a bike shop owner, a metal worker and an upholsterer. All of these were more than helpful, and taught me a lot about their particular fields of expertise as well as providing a great experience in community togetherness and support. It was memorable as it was my first major project, I learnt new skills, I made new friends, and I experienced the thrill of Mark’s smiling face as he rode in style around my backyard with his brothers Craig & Scott in harness on his first test ride.

What do you enjoy most about volunteering?

The satisfaction of knowing I’ve made a difference.

GRACE HEMBERG

Grace Hemberg, of the Gold Coast, joined TADQ in 2013 as marketing and communications support in our head office. She has been assisting in the culmination of the annual report and other publications as well as sourcing the content for the new website.

Why did you decide to volunteer with TADQ?

As I am close to graduating a Bachelor of Arts in Sociology, I began searching for ways to improve my employable skills. I stumbled across TADQ and eager to begin, I hounded Racheal with phone calls and emails for a few days. I walked into the office thinking that I would treat this opportunity as an internship, meaning I would gain some experience and then move onto something else. But the work that TADQ is extraordinary and has left a profound impact on what I want to do in my future career. I hope to never leave but when I do, I do so knowing that I have left something behind in my work and that TADQ, and the people that I have met, will stay with me forever.

GROCERY WINCH PROJECT

Transporting groceries and laundry items up and down stairs is a common problem faced by people with disabilities and the frail aged living in raised or high-set homes. Unfortunately, affordable or appropriate assistive devices for this purpose are not commercially available. Over the years, TADQ has developed a range of purpose-built Grocery Winch prototypes for this application, but each came with its own limitations for general use by a broad population living in homes with different structural constraints.

DEVELOPMENT OF A STANDARD DESIGN GROCERY WINCH

In 2010, it was recognised that a standard model using more efficient design, manufacturing and installation process was required to develop a more universal project.

With the recruitment of a new Workshop Supervisor in 2012, the entire project was reviewed with 'fresh eyes'. The TADQ team members agreed that the design developed in 2012 would form the basis of the Pilot Project product. The development of the Grocery Winch prototype has been a tedious process, with various modifications and enhancements made along the way.



NON STANDARD DESIGN GROCERY WINCH

During the design process it became apparent that the standard deck or veranda mounted Grocery Winch would not be compatible with all home environments. As such, the need to develop alternative options became evident. Consequently, the option arose for a Ground Mounted Winch to be trialled. This design was successfully trialled by a TADQ client in suburban Brisbane where access to upstairs could only be gained through the outward opening windows from a fully enclosed veranda.

FUNDING

The Queensland Department of Communities, Child Safety and Disability Services provided a one-off capital grant to fund a Pilot Project to design, construct trial and review a suitable Grocery Winch. This funding was approved in September 2012. Since then, suitable ground-mounted and deck/landing mounted Grocery Winches have been developed.

In 2012/13, TADQ has constructed and installed 5 Grocery Winches as part of this project.



FREEDOM WHEELS

For most children, learning to ride a bike is a rite of passage. But for children with a disability, this can seem unachievable. The Freedom Wheels customized bike program gives many children with disabilities the opportunity to experience the satisfaction and sense of achievement that comes with riding a bike for the first time.

Freedom Wheels modifies standard pushbikes to the individual needs of the child. With the help of a highly skilled and innovative team of therapists, engineers and TADQ volunteers, children with disabilities can now enjoy a new kind of independence.

ACHIEVEMENTS FOR 2012/13

This year TADQ has undertaken an extensive targeted marketing campaign including mail outs to Disability Services, Physiotherapists and Occupational Therapists as well as featured in many expos and community events throughout the year. **Hans Hogerheyde** has stepped down from the coordination role of Freedom Wheels. We would like to thank Hans for his dedication and commitment. Hans will be staying on as a technical volunteer with TADQ and we are grateful for his continued support. Consequently, we have several new additions to the Freedom Wheels team. We welcome **Judy McClelland** (Occupational Therapist) to assist with assessments and technical volunteers including **Dawn Patterson** and **Bob Farrel**.

We would also like to acknowledge and thank **Denise Stewart** for her continued contribution to the program in the role of Occupational Therapist at assessments.

Further achievements this year include:

- A team into the MS Brissie to the Bay Bike Ride to support those living with Multiple Sclerosis and promote TADQ and the Freedom Wheels program
- Working in collaboration with TADNSW to conduct 9 clinic assessments in the Lismore region that would have otherwise been unable to receive services
- Update resources with the assistance of QUT International Student Volunteer Initiative (QUTISVI) .
- A feature spot on the ABC national radio program Squeaky Wheels with Phil Smith
- Donated a Freedom Wheels bike to Redland Bay Special School
- Registered as a vendor for Community Aids, Equipment and Assistive Technologies Initiative (CAEATI)

LOOKING FORWARD

In the next financial year TADQ is looking to:

- Continue offering a \$200 grant to eligible clients towards the purchase of their Freedom Wheels Bike
- Increase our targeted marketing campaign
- Implement a new Freedom Wheels training program
- Introduce a new Freedom Wheels ambassador to promote TADQ and motivate our younger clients in achieving their goals
- Actively undertake more fundraising opportunities through a public awareness campaign
- Promote a 12 month state-wide clinic schedule

"It's cool...do you think I can have it?" – Bailey, 6 years old. Bailey has cerebral palsy and rides a bike for the first time at a Freedom Wheels assessment clinic.



WHAT DOES BAILEY'S MUM HAVE TO SAY?

He loves his new bike and rides it 6 to 8 hours a week. He has featured in his school's newsletter as he rode his new bike to school for news and showed everyone how he could ride it himself. I have noticed his strength increasing every day. This has been so good for not only his physical well-being but his self-esteem. He loves the FREEDOM that this bike gives him. As a family we go for rides into town and the boys ride around the block, all the neighbours are amazed at what he has achieved. He has an exhaust fitted so his bike sounds like a motor bike. If you can't see him, you can hear him.



OUR THANKS

VOLUNTEERS

Thank you to all our volunteers who donated their time and energy to help us support.

INDIVIDUAL DONATIONS

Thank you to everyone who made a financial donation.

GRANTS

- The Department of Health and Aging
- The Department of Communities, Child Safety and Disability Services
- The Community Gambling and Benefit Fund

SPONSORS AND SUPPORTERS

- Telstra
- The United Apolositic Volunteers Foundation
- Clayton Utz
- Pegasus Cleaning

LOOKING FORWARD

2013/14 will be another year of transition, where we will move towards a service system that gives greater choice and control to our clients.

TADQ will focus on:

- Promoting our services and expertise throughout Queensland to become a provider of choice for people requiring customised aids and equipment.
- Improving customer service delivery and make it as easy as possible for existing and potential clients to access our services.
- Launching TADQ's new logo, publications and a new and improved website, making it much more user friendly and engaging as well as informative.
- Strengthening current relationships and develop new partnerships.
- Developing further resources to support staff and volunteers, with a continuing focus on the importance of quality management and continuous improvement.
- Improving performance review processes and developing an improved volunteer reward and recognition program, additional training and an enhanced orientation program.
- Implementing a marketing plan that supports the growth of community fundraising initiatives through more engaging stories and consistent messages.
- Improving sustainability through a new donor and fundraising plan which includes an online fundraising campaigns.
- Identifying research and development opportunities based on identified unmet needs
- Upgrading systems in accordance with the transition to new outputs based funding and reporting system.

SOLUTIONS FOR LIVING

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